

NSW Workers Compensation

WorkCover no longer exists,
and has been replaced by three new organisations:



icare

provides workers compensation insurance to NSW employers.



SafeWork NSW

is the work, health and safety regulator in NSW.



State Insurance Regulatory Authority

SIRA

regulates the workers compensation scheme in NSW.

These changes were made to make things fairer for workers and employers.

In addition:



Independent Review Office

IRO

IRO is the workers compensation independent review office providing support to workers.



Personal Injury Commission

PIC

The Personal Injury Commission resolves disputes between people injured in motor accidents or workplaces, employers and insurers.

icare™

Insurance and Care NSW



NSW Workers Compensation

Navigating the NSW Workers Compensation System

as of November 2021

Employers

Do you need to take out a policy or lodge a claim?

- » Contact icare at www.icare.nsw.gov.au

Do you have a policy related question or complaint?

- » Contact icare on 13 44 22 or wisupport@icare.nsw.gov.au
- » If unresolved, contact SIRA on 13 74 72 or contact@sira.nsw.gov.au

Do you have a claim related question or complaint?

- » Contact the Claims Service Provider managing your claim
- » Contact icare on 13 99 22 or piclaimsenquiries@icare.nsw.gov.au
- » If unresolved, contact SIRA on 13 74 72 or contact@sira.nsw.gov.au

Do you need advice or support in improving the health and safety within your workplace, or to report a workplace incident?

- » Contact SafeWork NSW on 13 10 50 or contact@safework.nsw.gov.au
- » icare can provide support to minimise workplace injuries and insurance costs. Contact icare on prevent@icare.nsw.gov.au



icare

icare is the Government Insurer for workers compensation in NSW workplaces.

icare manages employer policies directly whilst icare's Claims Service Providers - Allianz, EML, GIO and QBE - manage claims on behalf of icare following a workplace injury.

SafeWork NSW

Provides advice and support to improve health and safety in the workplace.

SafeWork NSW also provides licencing and registration for potentially high-risk work and investigates workplace incidents.

Workers

If you have been injured at work, tell your employer.

- » You can also lodge a claim at www.icare.nsw.gov.au

Do you have a claim related question or complaint?

- » Contact the Claims Service Provider managing your claim
- » Contact icare on 13 99 22 or email piclaimsenquiries@icare.nsw.gov.au
- » If your complaint relates to your Claims Service Provider, and remains unresolved, contact IRO on 13 94 76
- » If your complaint relates to your employer or a provider and remains unresolved, contact SIRA on 13 74 72 or contact@sira.nsw.gov.au

Do you disagree with a decision made on your claim and need legal advice?

- » Contact IRO on 13 94 76

Are you concerned about the health and safety of your workplace, or want to report a workplace incident?

- » Contact SafeWork NSW on 13 10 50 or contact@safework.nsw.gov.au

Are you concerned about dust exposure at work?

- » Contact icare on 8223 6600 or 1800 550 027 (toll free)
- » For lung screen enquiries, contact icare on 139 444



In addition:

IRO

IRO helps workers resolve complaints relating to claims management and can provide funding for legal advice.

PIC

The Personal Injury Commission is a tribunal that resolves disputes between people injured in motor accidents or workplaces, employers and insurers.